

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

Listing of Claims:

1. (Previously Presented) A method for rebooking a passenger who is unable to travel on a scheduled flight on a carrier, comprising the steps of:

receiving a rebooking request from the passenger;

determining at least one rebooking flight candidate according to rebooking rules based on passenger data for said passenger and flight operations data;

presenting the determined at least one rebooking flight candidate to said passenger with an incentive for encouraging the passenger to select a rebooking flight candidate preferred by the carrier;

prompting said passenger to select one of said presented at least one rebooking flight candidate; and

rebooking said passenger on the selected rebooking flight candidate.

2. (Previously Presented) The method of claim 1, wherein said presenting step comprises decreasing a number of said rebooking flight candidates presented to said passenger failing to meet criteria for high passenger value, said criteria comprising at least one among a frequent flyer status, a class of ticket, and a total value of tickets purchased by said passenger over a period of time.

3. (Original) The method of claim 1, wherein said passenger data of said passenger is compared to passenger data of at least one other passenger in need of rebooking, and said passenger is offered rebooking flight candidates based upon said comparing step.

4. (Original) The method of claim 1, wherein said passenger data is provided in substantially real time.

5. (Original) The method of claim 1, wherein said presenting step comprises presenting high remaining unflown value flight rebooking candidates and not presenting rebooking flight candidates with lower unflown values.

6. (Original) The method of claim 1, wherein said presenting step comprises offering said passenger incentives for selecting rebooking flight candidates with high remaining unflown value.

7. (Original) The method of claim 1, wherein said passenger data comprises the remaining unflown ticket value for said passenger.

8. (Original) The method of claim 1, wherein said passenger data comprises passenger loyalty data.

9-26. (Cancelled).

27. (New) A system for rebooking a passenger who is unable to travel on scheduled flights on a carrier, comprising:

means for receiving a rebooking request from the passenger;

means for determining at least one rebooking flight candidate according to rebooking rules based on passenger data for said passenger and flight operations data;

means for presenting the determined at least one rebooking flight candidate to said passenger with an incentive for encouraging the passenger to select a rebooking flight candidate preferred by the carrier;

means for prompting said passenger to select one of said presented at least one rebooking flight candidate; and

means for rebooking said passenger on the selected rebooking flight candidate.

28. (New) The system of claim 27, wherein said means for presenting the determined at least one rebooking flight candidate is a telephone-based voice response unit comprising a text-to-speech system for presenting said flight candidates to said passenger and at least one among a speech recognition system and a dual tone multi-frequency recognizer system for receiving flight selection information from said passenger.

29. (New) A computer-readable storage, having stored thereon a computer program having a plurality of code sections executable by a computer for causing the computer to perform a method for rebooking a passenger who is unable to travel on a scheduled flight on a carrier with the steps of:

receiving a rebooking request from the passenger;

determining at least one rebooking flight candidate according to rebooking rules based on passenger data for the passenger and flight operations data;

presenting the determined at least one rebooking flight candidate to the passenger with an incentive for encouraging the passenger to select a rebooking flight candidate preferred by the carrier;

prompting the passenger to select one of the presented at least one rebooking flight candidate; and

rebooking the passenger on the selected rebooking flight candidate.

30. (New) The computer-readable storage of claim 29, wherein said presenting step comprises decreasing a number of said rebooking flight candidates presented to said passenger failing to meet criteria for high passenger value, said criteria comprising at least one among a frequent flyer status, a class of ticket, and a total value of tickets purchased by said passenger over a period of time.

31. (New) The computer-readable storage of claim 29, wherein said passenger data of said passenger is compared to passenger data of at least one other passenger in need of rebooking, and said passenger is offered rebooking flight candidates based upon said comparing step.

32. (New) The computer-readable storage of claim 29, wherein said passenger data is provided in substantially real time.

33. (New) The computer-readable storage of claim 29, wherein said presenting step comprises presenting high remaining unflown value flight rebooking candidates and not presenting rebooking flight candidates with lower unflown values.

34. (New) The computer-readable storage of claim 29, wherein said presenting step comprises offering said passenger incentives for selecting rebooking flight candidates with high remaining unflown value.

35. (New) The computer-readable storage of claim 29, wherein said passenger data comprises the remaining unflown ticket value for said passenger.

36. (New) The computer-readable storage of claim 29, wherein said passenger data comprises passenger loyalty data.